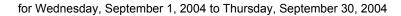
Customer Service Report for ALW





	Created				Assigned/Pending/ Checked Out			Closed			Average Minutes
	DCS	ALW	Web	Other	DCS	ALW	Other	DCS	ALW	Other	to Close
Accounts		=	=			_					
Access/Login	1	0	0	0	0	0	0	0	1	0	5
Deactivate/Close	0	0	0	4	0	0	0	4	0	0	1
Password Reset	1	0	0	1	0	0	0	0	2	0	15
Register/Open	0	0	0	5	0	0	0	5	0	0	10
Application Support											
Specialized Application	0	0	0	1	0	0	0	0	0	1	0
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	0	0	0	1	0	10
NIH Services											
Other	1	0	0	0	0	0	0	0	1	0	7
Grand Total:	4		0			0		9	5		7

Total Tickets Closed: 15
Total Tickets Assigned/Pending/Checked Out: 0
Total Tickets Created: 15